



IOT Distributed Services
SLA Compliance
Enterprise Level Agreements
For March 2011

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	91%	
Call Abandonment Rate	Less then 5% Abandoned	3%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	98%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	89%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	96%	

Account Management (general)	8 Business Hours	98.3%		4897
Applications	16 Business Hours	94.8%		2267
Data Management	32 Business Hours	96%		177
Database	32 Business Hours	100%		54
Hardware	40 Business Hours	95.2%		1637
Operating System	24 Business Hours	91.4%		105
Telecomm	12 Business Hours	90%		516

Major Issues

ICWIS Issues

Network Availability

CAN Availability (Campus Area)	99.9% Availability	99.9%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	
WAN Availability (Remote Sites)	98.9% Availability	99.8%	

Server and Storage Administration

Overall Average Windows Server Availability				99.9%	
Citrix Server Availability	99.9% Availability	100%			
E-Mail Server Availability	99.9% Availability	100%			
Shared File Server Availability	99.9% Availability	99.9%			
SQL Server Availability	99.9% Availability	100%			
Web/App Server Availability	99.9% Availability	99.9%			
Overall Average Mainframe Availability				99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%			
IMS Region Availability	99.9% Availability	99.9%			
DB2 Connect Availability	99.9% Availability	99.9%			

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	123	99%	
New Network Account Requests	Creation Within 2 Business Days (99.0%)	737	99%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)		96%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	395	98%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 4/7/2011